

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

_____ [System] Did Not Meet Disinfection Byproducts (DBP) Treatment Technique Requirements for Total Organic Carbon (TOC)

Our system did not meet the treatment technique requirement at our water treatment plant for the reduction of DBP precursors (Total Organic Carbon (TOC)) to appropriate levels for our particular system. Although this situation was not an emergency and does not require that you take immediate action, as our customers, you have a right to know what happened, and what we are doing to correct this situation.

North Carolina's *Rules Governing Public Water Systems* requires that we comply with DBP precursor removal requirements. We routinely monitor for the presence of precursors within the water treatment plant(s). Test results for the time period of [_____] showed that treatment techniques being used have been ineffective in adequately reducing the TOC levels.

What should I do?

No immediate action is required on your part at this time. You do not need to use an alternative (e.g., bottled) water supply. However, if you have specific health concerns, consult your doctor.

What does this mean?

Total Organic Carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

What happened? What is being done?

[Water system to describe situation and corrective actions being taken.] We anticipate resolving the problem within [estimated time frame].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person	System Name	System Address (Street)
Phone Number	System PWSID #	System Address (City, State, Zip)

Violation Awareness Date: _____

Date Notice Distributed: _____ Method of Distribution: _____

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: _____
(Signature) (Print Name) (Date)

Instructions for DBP TT for Precursor (TOC) Reduction Failure Notice

(Template on Reverse)

Since failing to meet the treatment technique requirements for DBP precursors (Total Organic Carbon (TOC)) is a **Tier 2** violation, you must provide public notice to persons served as soon as practical but within **30 days** after you learn of the violation (C.F.R. 141.203(b)). You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods (C.F.R. 141.203(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods (C.F.R. 141.203(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others **IF** they would not be reached by the first method (C.F.R. 141.203(c)). Such methods could include newspapers, e-mail, or delivery to community organizations.

You must also perform the following:

- If you mail, post, or hand deliver, print your notice on letterhead, if available.
- Notify new billing customers or units prior to or at the time their service begins.
- Provide multi-lingual notifications if 30% of the residents served are non-English speaking.

The notice on the reverse is appropriate for hand delivery or mail. If you modify the notice, you must still include the 10 required elements listed in C.F.R. 141.205(a), and the standard language (including the health effects language) in ***bold italics*** must not be changed. This language is mandatory (C.F.R. 141.205(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with [state agency] to evaluate the water supply and treatment practices. We are also researching options to correct the problem. These options may include using other water sources, implementing modifications to the treatment process or adding treatment processes.
- We will increase the frequency at which we test the water for total organic carbon and other indicators.
- We have since taken samples and had them tested. The results show that we are currently meeting the removal requirements of the treatment technique.

Repeat Notices

If this is an ongoing violation and/or you fluctuate with compliance with the treatment technique, you should give the history behind the violation, including the cause of the failure, if known. List the dates for the initial time period that the treatment technique was not met, as well as how levels have changed over time. If levels are changing as a result of treatment modifications, you can indicate this.

After Issuing the Notice (C.F.R. 141.31(d))

Within **10 days** after completing the initial public notification, the Public Water Supply Section **MUST** receive a copy of the notice you distributed to your customers with your signature and date on the Public Notification Certification (located at the bottom of the notice) indicating that you have fully complied with all the public notice requirements. **Mail your notice/certification to the Public Water Supply Section, Compliance Services Branch, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634.** Retain a copy of these documents for your files.

It is a good idea to inform your consumers when the violation is resolved.

(10/2004)